

Minutes of Board Meeting  
June 12, 2019  
10:00 a.m.

**Present**

David Connell, Chairman  
Jeff Markey, Vice Chairman  
Jeff Wigington, Secretary  
Bob Pierce  
Rachel Little  
Wallace Coopwood (Phone)  
Britt Fleck

**Not Present**

Hubert Parker  
Jim Cole

Also attending the meeting were members of the DDS Staff.

**Establish Quorum/Call to Order**

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:02a.m.

**Approval of Minutes**

Chairman Connell called for a motion regarding the Minutes from the May 8, 2019 Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

**Commissioner's Report**

The Commissioner welcomed the Chairman and Members of the Board. The Chairman commented that big projects can be a little stressful. The Commissioner agreed but said that he has an "awesome team." Commissioner Moore then recognized the guest in the room. Vivian Grover is in the Regulatory Compliance Unit and has been with DDS for 32 years. The Commissioner also welcomed Latoya Goseer who is the former Assistant Manager of the Lithonia CSC. She is joining the leadership team in the Contact Center. Commissioner Moore informed the Board that his report will be comprised basically of our strategic projects. While we have two, the one that we are completely immersed in at the time is the Card Production Services (CPS) project. As the Commissioner talked about CPS, he mentioned Patrice Sutton who is a member of our Central Issuance team. Patrice's photo is on the "Under 21" sample license. George will be giving the report, but Commissioner Moore stated that we are at a good place with the project as of the time of this meeting.

The Commissioner has been sending out updates at different points of the project, and yesterday he had the opportunity to send out a message to the entire staff. The message informed them that the agency is officially out of pilot and moving forward with full implementation after being able to cross a couple of hurdles. Commissioner Moore said that projects of this magnitude and level of effort require a little blood, sweat and tears, and he believes he has gotten all three from George. George and the entire DDS staff have been very focused on ensuring we succeed. At the end of the day, it's about the citizens of Georgia. The agency's desire is to ensure customers have integrity in the process, and the team has done an excellent job. The Commissioner pointed out to the Chairman that the entire leadership team has been out to the 27 locations that we have installed so far, and either the Directors or their Deputies provided that firsthand support. As the Commissioner always says "#oneteamonemission." The project installation is about 30% complete, with 188 workstations out of 619 installed. A lot of team members have worked long hours, arriving very early and staying very late. The Commissioner thanked CIO Jeff Smith and his team because this weekend his team did a lot of work to put us in a position to exit pilot.

George Theobald (PMO) provided an update on Card Production Services (CPS):

- Card Production Services Project Status:
  - Conducted Pilot
  - SoS Motor Voter Interface tested
  - Began CSC Team Member Training
  - Installed 188 workstations at 27 CSC locations
  - Continued testing of GBI Photo Image Interface (GCIC)
  - Development of System Security Plans continues (includes Application Security, System Security, Incident Response Plan and Disaster Recovery-Business Continuity Plan)
- Card Production Services Future Milestones:
  - Statewide Rollout – Through July 1, 2019
  - GBI image transition – Mid-June
  - On-line services – Weekend of July 27/28
  - Resolve outstanding Defects –September 3, 2019
  - Transition to Support –September 2, 2019
  - UAT of Mobile Issuance Solution –September 6, 2019
- Card Production Services Problem and Solutions:
  - Install Team arriving in the morning to install half of the CSC counters
  - CSC is switched over to Gemalto at 12:00pm
  - Remaining counters are installed
  - During the transition period, CSC staff will help with:
    - Non-Commercial Road Skills Test
    - Motorcycle Riders Skills test
    - Assistance with On-Line Services
    - DDS 2 GO Mobile App Services
  - CSC to resume normal Issuance once counters installed that morning are tested.

Brett Young (PMO Director) provided an update on DRIVES:

- DRIVES Scope:
  - Driver License and ID card issuance
  - Driver History Report (MVR)
  - Citation Processing from Court Convictions
  - Driver Suspension (Withdrawal) Processing
  - Reinstatement Processing
  - Document Imaging and Management
  - Inter-agency Data Sharing (Motor Voter, Jury Lists, GCIC)
  - Data Sales (License Match, Bulk MVR)
  - Business Partner Interfaces (Driver Training Schools, Driver Improvement Schools, regulated programs)
  - Project team structure and 2201 buildout
  - GO Live – January 20, 2021

Commissioner Moore gave an update on Facilities:

- Gainesville:
  - The slab has been poured for this location, and it should go up quickly. The building is going to be around 10,000 sq. ft. with 16 counters, 20 testing stations, and 12 tech decks. We will have three carousels for our commercial testing, which is an increase from the current two, and that will allow us to serve more CDL drivers. The agency receives a lot of requests for the CDL tests, and this will help expand our ability to serve them. The location also will have two basic skill tests for motorcycle riders.
- Atlanta:
  - This is the property purchased in December to expand the parking lot. Atlanta is a very busy center and is extremely congested. We currently sublease office space to the Georgia United Credit Union, so we need as many parking spaces as possible to accommodate customers of both businesses. The building is large enough to sublease other space to another state agency, which helps us with funding to maintain the building, but the current parking situation prevents us from doing that now.

Commissioner Moore provided an update on the agency's performance. We expected service levels to decrease over the last couple of months (May into June), but our team has stepped up. We served more customers in May than we did in April. We had an average statewide wait time of 7:46 minutes, which was down from April, as well as year over year. The agency's overall performance continues to be great. The Commissioner was very pleased with the efforts of Director Kecia Bivins, Deputy Director Pierre Miles, and the agency's District managers. He said they all do an awesome job ensuring we get customers in and out and served well.

The Commissioner stated one of the things DDS continues to do well is to update the Board on the agency's ability to service customers beyond the center. The goal is to serve customers where they want to be served and without having to leave their homes. This is accomplished through online services and the mobile app. Jeff Smith and the IT team do a wonderful job ensuring we have the capacity to provide services online. Also, the DDS 2 Go mobile app went online last August. The current challenge is getting customers to download the app and use it for a service. In 2018 and 2019, more than a million transactions have been performed away from the center, with approximately 28,000 performed through the mobile app.

Commissioner Moore stated that the Chairman asked him about the survey for customer experience that he shares with the Board each month. Some of the recent survey data was corrupted and obtaining the data before the board meeting was challenging. The Commissioner said he would send the information to the Board as soon as it was available.

### **Rules for Initial Approval**

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-5-2-.27** Third Party Tester Program Definitions.
- **375-5-2-.29** Minimum Requirements for Testers.
- **375-5-2-.32** Denial/Suspension/Revocation/Cancellation of Third Party Testing Program Certification.

Britt Fleck moved to approve the initial rules for adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

### **Rules for Final Approval**

- **375-3-3-.04** Appeals of Withdrawals

Jeff Markey moved to approve the final rules for adoption; Bob Pierce seconded the motion with unanimous approval by the remaining Board members.

### **Citizen Waivers**

1. Johnnie Davis - He is seeking a Georgia driver's license in the name of Johnnie Davis. He is 69 years old. He is missing his birth certificate (BC). He submitted an affidavit from his father, registration card (parent names – John and Edith), school record (parent names – Johnnie and Edith), DD214, marriage license, marriage application (parent names – Johnnie Davis, Sr. and Edith Crawford), children's birth certificates, ancestry information, Illinois (IL) BC request, California (CA) Deed, valid CA driver's license, SSNAP report, Georgia (GA) Deed, birth not found from IL, Social Security Card (S/S), veteran card and insurance card.

Bob Pierce motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

2. Mildred Diane Ferguson - She is seeking a Georgia driver's license in the name of Mildred Diane Ferguson. She is 73 years old. She is missing her amended birth certificate. Her name changed after her mother was re-married. She was only thirteen months old. She took her step-father's last name and her middle name changed from Dianne to Diane. She submitted her BC, parent's marriage certificate (MC) (Louise Bailey (maiden) and James Elbert Thomas), school record (parent names – Mr. and Mrs. James E. Thomas), MC (married Charles Thompson), marriage application (parent names – Louise Bailey (maiden) and James Thomas), child's BC, divorce decree, MC (married Bruce Wayne Ferguson), Medicare card, and expired Michigan (MI) driver's license.

Rachel Little motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

3. Bessie Louise Griffin - She is seeking a Georgia driver's license in the name of Bessie Louise Griffin. She is 65 years old. She is missing her BC. She tried to obtain a delayed BC. However, parents/relatives are deceased, and she is unable to get early records. She submitted her child's BC (father of child – Freddie Hack Fields; kept her maiden name – Bessie Louise Griffin), MC (married Ocie L. Porter; kept her maiden name – Bessie Louise Griffin), Medicare card, S/S card, valid Nevada driver's license, birth not found letter, Numident (parent names – Robert L. Griffin, Mamie R. Davis; Numident shows name as Bessie Louise Griffin from 1970 to 2017), and Medicaid card.

Bob Pierce motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

4. Kianna Shanay Reinhart - She is seeking a Georgia driver's license in the name of Kianna Shanay Reinhart. She is 28 years old. She is missing her name change document. She has never used the hyphenated name of Vukovich-Baldwin. She has always used Vukovich until marriage. She submitted her BC (parent names – Andre Ben Baldwin and Michele Lyn Vukovich), MC (married Ronald Lawrence Reinhart Jr.; parent names – Michele Vukovich and Jason Eugene Conner), S/S card, expired CA driver's license, letter from her mother, and employment letter.

Jeff Wigington moved to deny the waiver; Bob Pierce seconded the motion with unanimous denial by the remaining Board members.

5. William Richard VanCleave II - He is seeking a Georgia driver's license in the name of William Richard VanCleave II. He is 31 years old. He is missing his certified BC. The state of Florida will not let him order his birth certificate without a valid ID. He needs to open a bank account for S/S administration payments. He submitted a copy of his birth certificate, DBHDD letter, group home summary, expired Florida driver's license and S/S card.

Bob Pierce motioned to approve the waiver; Britt Fleck seconded the motion with unanimous approval by the remaining Board members.

6. Michael Leslie Wastler - He is seeking a Georgia driver's license in the name of Michael Leslie Wastler. He is 64 years old. He is missing his name change document. He was adopted by his step-father but cannot find adoption paperwork for the name change. He submitted his BC (parent names – Alex Leslie Lanier and Lyndia Corbitt), parents MC (Thaddeus Allen Wastler and Lyndia C. Lanier), DD214, child BC, divorce decree, mother's death certificate, valid Maryland driver's license, S/S card, retirement document, benefit form, 1040 form, Georgia power bill, S/S letter, Veteran Administration (VA) letter and VA card.

Rachel Little motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

### **New or Old Business**

The next Board meeting will be held on August 14, 2019.

### **Adjournment**

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Rachel Little and seconded by Jeff Markey with unanimous approved by the Board.

Respectfully Submitted,

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**Jeff Wigington**